



## Project Coordinator

Lake County Partners ([www.lakecountypartners.com](http://www.lakecountypartners.com)) is a public private partnership focused on economic development that works aggressively to retain, create, attract and expand businesses, jobs and investment throughout Lake County, Illinois.

As the leading economic development organization the county, Lake County Partners is at the core of the Lake County Workforce Ecosystem. The Workforce Ecosystem is a network of independent partner agencies who work together to serve the needs of Lake County employers and residents. The role Workforce Ecosystem is to ensure that Lake County has the mix of skilled and workers that our employers need today and also that we are creating the workforce that they will need tomorrow. The primary members of the Workforce Ecosystem are the Lake County Workforce Development Department, the College of Lake County, and Lake County Partners. There are also many other organizations both non-profit and for-profit who together serve our employers' needs. Lake County Partners is currently seeking a qualified candidate to fill a position on our economic development team.

### Position: Project Coordinator

The **Project Coordinator** works to ensure that the follow-up and delivery activities of the Workforce Ecosystem are on time and on target. This position will have a large impact on job growth and creation of new career paths for the residents of Lake County. Moreover, the **Project Coordinator** contributes to Lake County Partners economic development efforts aimed at providing industry leading client support and customer service.

The daily activities of **Project Coordinator** require the efficient management of multiple tasks including: relationship management, coordination of schedules among multiple organizations and individuals, proposal development, communications with clients and community partners, development of project strategies, monitoring and reporting project status.

The **Project Coordinator** will be responsible for managing follow-up response from business outreach calls and the execution of solutions that span multiple entities.

### Responsibilities

- Manage the follow-up activities with targeted business accounts after outreach meetings. Ensure that partner connections are made and that those follow-on meetings occur.
- Using Salesforce.com, ensure that programs are executed and tracked.
- Manage the execution of complex solutions that involve more than one partner agency (e.g. College of Lake County and Workforce Development).
- Follow-up with companies who have gone quiet to ensure that solutions met their needs or if there is more that they can do.
- Must understand the functions and programs of the different partners in the Workforce Ecosystem in order to recommend solutions and where to go for certain products or services.

- Administer a survey tool to measure client satisfaction
- Ensure that business intelligence gained from companies or partners is recorded in Salesforce.com and the appropriate parties are aware of it.
- Collect company/industry/project data necessary to determine economic impacts of a business retention threat and expansion/attraction opportunity decision;
- Work with the Business Intelligence Analyst to ensure effective data capture and company profiles
- Assist communities in their activities supporting the retention, expansion and attraction of business;
- Consistently develop and mine multiple relationships and strategic alliances to develop unique business solutions to enhance Lake County's opportunity for success

### Requirements

- Strong written and verbal communications skills
- Solid computer skills, especially the Microsoft Office Suite
- Familiarity with CRM tools, Salesforce.com a plus
- A customer service focus
- The ability to manage multiple projects simultaneously, and to succeed and enjoy a high-paced, but fun and flexible work environment
- Self-starter who can exercise initiative and independent judgment
- Strong attention to detail
- The ability to influence without authority
- The right candidate will have a Bachelor's degree, and 1-3 years of corresponding account management, project management or economic development work experience

**For consideration, please send a resume to [dharris@lakecountyil.gov](mailto:dharris@lakecountyil.gov) and state Project Coordinator in the subject line.**